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April 18, 2000

Magalie R. Salas, Esq.
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

EX PARTE Re: CC Docket No. 94-129

Dear Ms. Salas:

The enclosed material is related to GTE's Petition for Waiver of Section 64.1190 of the Commission's Rules filed April 10, 2000. It includes a schedule of the customer contacts made in advance of discontinuing long distance service in the Bell Atlantic states, as well as the scripts for the contacts made by telephone.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Alan Ciamporcero".

Alan Ciamporcero

c: Will Cox, Esq.

GTE COMMUNICATIONS CORPORATION

**CUSTOMER NOTIFICATION
(All Bell Atlantic States)**

States	Bill Message	1 st Notice	2 nd Notice (Reminder)	PIC Freeze Postcard	Telephone Contact	Telephone Contact PIC Freeze
Residential	beginning bill cycle 2/19/00	1 st batch on 2/24/00 2 nd batch on 2/25/00	3/6/00 to 03/11/00	3/15/00	N/A	4/17/00
Business	beginning bill cycle 2/19/00	2/26/00	3/6/00 to 03/11/00	N/A	2/21/00 to 3/3/00	4/17/00

Residential Merger Divestiture
PIC Restrict Outbound Script
draft #1

INTRODUCTION:

Hello, this is {service representative name} calling from GTE Long Distance with an important customer service message. Is this {BTN name}?

- If yes, proceed.
- If no, leave message anyway.

Let me share, {BTN name}, that my call with you today may be may be monitored.*

I am calling today to advise you that you are about to lose your 1 plus long distance service. This means you will not be able to press 1 to call long distance. You must call your GTE Telephone Company (IF)/local telephone company (OOF) to remove the carrier restriction that currently resides on your long distance account, and I will be happy to assist you with this activity. Here's why...

MESSAGE:

Due to the merger between GTE and Bell Atlantic, GTE Long Distance can no longer provide long distance service for calls beyond your local toll calling area, and you must select a new long distance company as soon as possible. {BTN name}, we have checked your records and noted that you have a carrier restriction on your telephone account, which prevents your telephone number from being changed to another long distance company without your approval.

{BTN name}, as I mentioned, only your local GTE Telephone Company (IF)/local telephone company (OOF) can remove this restriction.

- **IF** -- to accomplish this, please contact them at 800-699-6610 and tell the representative to remove the carrier restriction on your account. I can transfer you now to a service representative who can handle this for you immediately. You can also tell the representative which long distance company you want to change your services to. {BTN name}, may I connect you to the service representative?
- **OOF** -- to accomplish this, please call them, and tell the representative to remove the carrier restriction on your account. You should also tell the representative which long distance company you want to change your services to.

{BTN name}, please ensure that you contact your new long distance carrier after making your change. They should place you on the calling plan that best suits your long distance needs.

It has been our pleasure at GTE Long Distance to serve you, and we hope to be able to offer you long distance services again in the near future. Please don't fail to call, or you may lose 1 plus long distance service.

IF -- if you have any questions about the information I have shared with you today, let me again provide you the phone number to call...it's 800/699-6610.

Thank you very much, {BTN name}...have a great day!...

*Call recording is prohibited in Pennsylvania, per Regulatory Compliance.

Residential Merger Divestiture
PIC Restrict Outbound Script (for answering machine)
draft #1

INTRODUCTION:

This is an important customer service message from GTE.

To ensure that ~~you continue to have 1 plus long distance service~~, please take immediate action.

You must call your local GTE Telephone Company (**IF**)/local telephone company (**OOF**) to remove the carrier restriction on your account.

MESSAGE:

Since GTE Long Distance no longer provides long distance service for calls beyond your local toll calling area, you must select a new long distance company as soon as possible. We have checked your records and noted that you have a carrier restriction on your telephone account. This restriction prevents your telephone number from being changed to another long distance company without your approval.

Only your local GTE Telephone Company (**IF**)/local telephone company (**OOF**) can remove this restriction.

- **IF** – please call them at 800-699-6610 and tell the representative to remove the carrier restriction on your account. You should then tell the representative which long distance company you want to change your services to.
- **OOF** -- please call them and tell the representative to remove the carrier restriction on your account. You should then tell the representative which long distance company you want to change your services to.

Then, call the long distance provider of your choice. Provide them detail about your long distance usage, as well as your need for calling cards or toll free service. They should then place you on the calling plan that best suits your needs.

IF – The phone number, again, if you prefer to call your local GTE Telephone Company at a later time is 800/699-6610. However, it is important you make this call as soon as possible.

It has been our pleasure at GTE Long Distance to serve you, and we hope to be able to offer you long distance services again in the near future. ~~Please don't fail to call or you may lose 1 plus long distance service.~~

Thank you.